MULTIMEDIA UNIVERSITY

STUDENT ID NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 1, 2017/2018

BMG1814 – MANAGEMENT

(All sections / Groups)

13 OCTOBER 2017
9.00 a.m - 11.00 a.m
(2 Hours)

INSTRUCTIONS TO STUDENTS

1. This Question paper consists of 6 pages inclusive of the cover page.

2. **SECTION A – 20 Multiple Choice Questions**. Answer **All** questions.
   Each question carries 2 marks (Total: 40 marks).

3. **SECTION B – Essay questions**. Answer any **THREE(3)** questions
   Each question carries 20 marks (Total: 60 marks)

SECTION A (40 marks)

Answer all questions on the provided MCQ Answer Sheet.

1. One of the important ideas in the text's definition of management is:
   A. the management functions of planning, organizing, leading, and controlling.
   B. the attainment of societal goals.
   C. effectiveness is more important than efficiency.
   D. management is unique to for-profit organizations.

2. When John Terry of Chelsea Comm Inc. created smaller, more independent maintenance units, he was performing the function of
   A. controlling.
   B. human relations skills.
   C. leading.
   D. organizing.

3. Using influence to motivate employees describes which of these functions?
   A. Controlling
   B. Planning
   C. Leading
   D. Monitoring

4. Which of the following refers to the amount of resources used to achieve an organization's goal?
   A. Effectiveness
   B. Synergy
   C. Performance
   D. Efficiency

5. Conceptual, human, and technical skills are important to which managerial level?
   A. Top managers
   B. Middle managers
   C. First-line managers
   D. All of the above

6. Donna Dunno is the head of the finance department at FOM Manufacturing, Inc. Her level in the management hierarchy is that of a(n)
   A. first-line manager.
   B. middle manager.
   C. top manager.
   D. chief executive officer.

Continued...

7. To meet the needs of the organization, all managers carry out the three major categories of roles. They are: ____, ____, and ____ roles.
   A. informational, interpersonal, and decisional
   B. leader, monitor, and spokesperson
   C. disseminator, entrepreneurial, disturbance handler
   D. decisional, spokesperson, and leader

8. Yunna Yunno, manager of the finance division, distributes relevant information everyday to all her employees enabling them to make quality decisions. Yunna is performing which of the following roles?
   A. Monitor role
   B. Disseminator role
   C. Spokesperson role
   D. Disturbance handler role

9. When a firm advertises that it only uses recycled paper products it is _____.
   A. meeting its social obligation
   B. meeting its social screening requirements
   C. being socially responsive
   D. adopting green management

10. _____ defined as the principles and beliefs that define right and wrong decisions and behavior.
   A. Whistle-blowing is
   B. Entrepreneuring is
   C. Ethics is
   D. Values are

11. A _____ is a formal statement of an organization's primary values and the ethical rules it expects its employees to follow.
   A. mission statement
   B. code of purpose
   C. code of ethics
   D. vision statement

12. Which of the following represents the relationship between organization and the environment?
   A. The environment creates uncertainty for managers
   B. Managers must respond and design adaptive organizations
   C. Uncertainty can be managed through effectiveness
   D. All of the above.

Continued ....

13. The current dominant assumption in management theory suggests that _____.
    A. an organization's success or failure is due to external forces outside managers' control
    B. managers' roles are increasingly becoming peripheral and staff manage their own areas of expertise
    C. managers are directly responsible for an organization's success or failure
    D. managers cannot significantly affect an organization's performance because they are constrained by the abilities of their employees

14. Internal constraints that influence managers' decisions and actions come from _____.
    A. the attitudes of customers
    B. the culture of the organization
    C. the prevailing political conditions
    D. the fluctuations in the stock market

15. A series of six steps that begins with identifying a problem and concludes with evaluating a decision's effectiveness is known as _____.
    A. the decision-making steps
    B. decision- making model
    C. a decision-tree analysis
    D. a decision information system

16. Which of the following statements is true concerning problem identification?
    A. Problems are generally obvious.
    B. A symptom and a problem are one and the same.
    C. Generally, what is a problem for one manager is a problem for all other managers.
    D. Effectively identifying problems is not easy.

17. In intuitive decision making, managers _____.
    A. often tend to ignore their feelings or emotions
    B. use data from their subconscious mind to help make their decisions
    C. use available evidence to improve their decision making skills
    D. do not depend on their past experiences to make decisions

18. ____ is primarily responsible for strategic goals/plans.
    A. Middle management
    B. Board of directors
    C. Consultants
    D. Top management

Continued ....

19. Which of the following represent plans developed at the organization's lower levels that specify action steps toward achieving operational goals and that support tactical planning activities?
    A. Tactical plans
    B. Strategic plans
    C. Operational plans
    D. Supervisory plans

20. Standing plans are
    A. developed to achieve a set of goals that are unlikely to be repeated in the future.
    B. used to provide guidance for tasks performed repeatedly within the organization.
    C. define company responses to specific situations, such as emergencies or setbacks.
    D. the most important in the organizations.

Continued ....

SECTION B (60 marks): Answer any THREE (3) questions.

QUESTION ONE

a. Mintzberg theory indicates that manager has different activities that can be classified into ten roles. These ten roles are divided into three categories: informational; interpersonal and decisional. Define and describe **TWO (2)** roles for each of the categories that managers perform in organizations.

(12 marks)

b. What is employee empowerment? Why is it important for organizations to empower their employees?

(8 marks)

QUESTION TWO

a. Who is a leader? What is the meaning of transactional and transformational leadership?

(8 marks)

b. Explain the **FOUR(4)** steps in the feedback control model. Provide an example for each step.

(12 marks)

QUESTION THREE

a. Why is human resource management (HRM) important?

(8 marks)

b. Discuss any **THREE(3)** purposes of organizing. Give an example for each purpose.

(12 marks)

QUESTION FOUR

a. What is communication? How can communication become a source of trust and openness among staff?

(10 marks)

b. Discuss **THREE(3)** tactics of overcoming resistance to change.

(10 marks)

END OF PAGE